

Volunteer Driver Program Calculator

CALCULATOR TOPICS

1. **Driving transition features**
2. **Assistance features**
3. **Service features**
4. **Volunteer activation**
 - Recruitment
 - Training
 - Management
5. **Passenger assistance**
6. **Rides scheduling**
7. **Financing**
 - Fundraising
 - Funding
8. **Risk management**
9. **Outcomes**
10. **Sustainability**

TEN TOPIC CALCULATOR

Volunteer driver programs are intended to fill the transportation gaps in community-based transportation services. While some think of volunteer driver programs as small “mom and pop shops,” an increasing number of smaller organizations are established and provide excellent transportation services. At the same time, many volunteer driver programs are large, multimodal services that provide thousands of rides to hundreds of passengers.

Below is a calculator to support volunteer driver programs in their efforts to provide what might be called “high touch/low cost” services to older adults who are unable to afford or physically access other community-based transportation services. Please take time with staff, board members, and contributors to review the operations and management of your volunteer driver program and how effective it is in providing and supporting the delivery of your transportation services.

The calculator is presented as a check or no-check mark exercise, with each check mark equal to one point. Upon completion of your review, add up your check marks to calculate your volunteer driver program’s location on the “Road to Excellence” rating system.

FOR MORE INFORMATION

Please visit the numerous fact sheets and exercises in addition to the planning, implementation, and evaluation sections of the TurnKey Kit.

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CALCULATOR: PARTS 1 - 4

Part 1: Program’s driving transition features

- has knowledge of issues related to driving cessation
- can assist drivers with information about driver assessment opportunities
- can assist drivers in locating vehicle assistive devices
- can assist prospective passengers (and volunteers) with driver cessation information
- other _____

Part 2: Program’s passenger assistance features

- has written policies on assistance its drivers can provide
- informs passengers and family members of assistance that is available
- makes assistance available to passengers as needed
- provides assistance information to community (businesses, medical services, etc.)
- other _____

Part 3: Program’s service features

- maintains sufficient staffing for providing advertised services
- provides rides to destinations requested by passengers
- provides rides regardless of availability of a volunteer driver
- uses results of passenger satisfaction surveys to improve services
- other _____

Part 4: Volunteer activation

A. Volunteer driver recruitment

- performs driver background checks
- sets recruitment goals and meets these goals
- recruits a sufficient number of volunteer drivers to meet passenger demands
- is satisfied with ability to retain volunteer drivers
- other _____

B. Volunteer driver training

- provides “behind the wheel” driver training
- provides drivers with “how to” information on passenger assistance
- provides drivers with information on methods of “safe driving”
- encourages volunteer driver self-training (CPR, AARP Safe Driving, etc.)
- other _____

C. Volunteer driver management

- provides drivers with information on program policies
- provides information on program and volunteer risk to volunteer drivers
- provides information on type and needs of passengers
- offers method for volunteer drivers to provide feedback
- other _____

CALCULATOR: PARTS 5 - 9

Part 5: Program’s ride scheduling

- uses software to reduce staff time for ride scheduling
- scheduling method is simple for passengers AND drivers
- offers minimal requirements for advance ride scheduling (e.g., one day in advance)
- offers alternative if volunteer is not available
- other _____

Part 6: Program’s management

- Technology is adequate for ride scheduling and data management
- Retrieval of program’s data is quick and efficient
- Surveys are used to determine satisfaction
- Program’s risk management practices are related to policies
- other _____

Part 7: Program’s financing

A. Fundraising

- is focused on multiple donors
- makes use of accurate service data
- monetizes volunteer hours
- meets annual fundraising goals
- other _____

B. Funding

- derives funding from multiple sources
- is sufficient to cover current year operations
- is sufficient to support volunteer driver involvement
- is sufficient to cover program expansion
- other _____

Part 8: Program’s risk management

- understands risks, potential risks, and risk limiting methods
- has developed a good risk management strategy
- maintains training program to control risks, protect program, passengers and drivers
- retains insurance coverage for program, passengers, and drivers
- other _____

Part 9: Program’s outcomes

- undertakes research to determine service outcomes
- undertakes research to determine impact on passengers and drivers
- undertakes research to determine impact on its community program
- uses outcome results to improve program
- other _____

CALCULATOR: PART 10

Part 10: Program's sustainability

- program maintains plan for sustaining operations
- program is supported by the community
- program is in a growth mode
- program has adequate funding for future
- other _____

CALCULATE YOUR SCORE

Add up your check marks to calculate your score.

(Possible score = 65)

Your Score _____

CIRCLE WHERE YOU ARE ON... THE ROAD TO EXCELLENCE!

0	10	20	30	40	50	60	65
Dead Battery	Flat Tire	Needs Oil	On the Road	Chugging Along	Pretty Nifty	Doing Sixty	You've Arrived

***Now that you know where you are on the Road to Excellence,
go back and review your strengths AND
identify areas you might want to target for improvement.***

A HISTORY OF VOLUNTEER DRIVER PROGRAM INITIATIVES

The National Volunteer Transportation Center opened in 2014 as an outgrowth of the work of the Beverly Foundation. Like the Beverly Foundation, its purpose was to support existing and emerging volunteer transportation programs and services across the country. By the end of 2018, the Center maintained a data set of almost 1,000 volunteer driver programs in the 50 states plus the District of Columbia and Puerto Rico. In 2019, many of NVTC's informational and technical materials, plus the Beverly Foundation's TurnKey Kit for Volunteer Driver Programs were adapted for use by Shepherd's Centers of America to share with and help educate local volunteer driver programs across the country. Its materials were also adapted for use in the University of Massachusetts graduate and professionals courses on Senior Transportation as well as for the textbook, Senior Transportation: Enhancing Community Mobility and Transportation Services, by Helen Kerschner and Nina Silverstein.